# Office of Equity and Inclusion Strategic Action Plan 2020-2022



#### Mission

The Office of Equity and Inclusion collaborates, promotes, supports, and advances the University's mission, vision, and values by guiding the development and implementation of proactive diversity, access, inclusion, research, and retention initiatives for all faculty, staff, and students.

The office serves to promote an environment where people come first, are treated with dignity and respect, and are encouraged and supported to achieve their full potential.

The office will collaborate with university and community partners on matters associated with equity and inclusion to promote relationships and advocate for underrepresented populations.

#### **Strategic Goals**

- Promotes a welcoming, supportive, and inclusive living, learning, and working environment for all faculty, staff, students, and visitors.
- Assess and monitor institutional progress on access, diversity, equity, and inclusion efforts.
- Provide personal and professional development and public programming related to enhancing understanding of diversity and inclusion.
- Recruit, retain, and graduate increasing numbers of students from underrepresented and underserved populations and international students.
- Recruit and retain a greater number of individuals from underrepresented populations into administrative, faculty, and staff positions, and especially into leadership roles across campus, including chairs, deans, and vice presidents.
- Promote undergraduate curricular requirements to include significant intercultural perspectives.
- Develop and strengthen partnerships with diverse communities locally, regionally, nationally, and globally.

#### **Inclusive Excellence Framework**

The strategic pursuit of a set of balanced diversity objectives which repositioned diversity and inclusion as fundamental to institutional excellence and quality (Williams, Berger, & McClendon, 2004). As a byproduct of the work that the strategic plan for Equity and Inclusion is intended to accomplish, it will lead to becoming a HEED designated institution, Higher Education Excellence in Diversity. This designation recognizes colleges and universities that demonstrate an outstanding commitment to diversity and inclusion.

The goal of inclusion excellence training is to raise awareness of the diversity within ETSU student population and to encourage an environment in which students are free to share their experiences and identities. Inclusive excellence training is the catalyst for embedding diversity and inclusion into East Tennessee State University's academic excellence mission.

#### The training component of the plan include:

- A reflection on your biases and how they impact you.
- An understanding of how to incorporate social justice into everyday situations.
- An understanding of how biases can limit or harm groups and individuals.
- Bringing an awareness to the advantages and disadvantages attached to differences.
- Encouraging and enabling students to experience and benefit from diversity.

#### **Learning Outcomes for an ETSU Graduate:**

- 1. Graduates will gain broader awareness of the diversity on campus and the community beyond ETSU.
- 2. Graduates will gain a greater knowledge of how individual actions and systems influences individuals' experiences in communities and beyond.
- 3. Graduates will engage in constructive dialogue about diversity, equity, and inclusion.
- 4. Graduates will gain a greater sense of connection with a diverse population of peers, colleagues, and community at large.
- 5. Graduates will seek to impact policies and/or practices that disadvantage diverse populations of people.
- 6. Graduates will be prepared to enter and excel in a challenging work environment.
- 7. Graduates will be responsible citizens in a diverse democracy.

#### Introduction

East Tennessee State University is an institution centered on a foundation of access, service, and outreach to the Appalachian Highlands. Tracing its roots to the Normal School Law of 1909, ETSU was one of three institutions created by the Tennessee General Assembly to work in rural communities and enhance educational opportunities for underserved populations. As noted by its founding president, Dr. Sidney Gilbreath, the university's mission is defined by a commitment to service, scholarship, and improving the conditions and needs of the citizens of the state of Tennessee. For more than one hundred years, ETSU has educated generations of low-income, underserved, and at-risk students from the rural communities that comprise Northeast Tennessee. ETSU is widely recognized for its successful TRiO and Veterans Services initiatives, as well as for its health-related outreach efforts that trace their roots to Kellogg Foundation funding from the 1980s.

While the university has made significant progress within the bounds of its traditional mission objectives, shifting regional and national outcomes dictate that ETSU take aggressive steps to meet its traditional access mission with a greater accent on equity and inclusion. East Tennessee State University has experienced growth and enhancements within the lens of its access mission, but much work remains to close differences related to student success, engagement, and community impact. As outlined in the institution's 2016-26 Strategic Plan, the Board of Trustees has set an aggressive goal for ETSU to receive the HEED designation within the strategic planning cycle. The goals and objectives contained within this strategic action plan are aligned with the broad goal and timelines associated therein. Subsequently, the planning objectives contained within this action plan provide an aggressive agenda that will position the institution accordingly. These goals will be incorporated into a long-term strategic planning process that will unfold during the 2020-21 academic year as ETSU updates the work of the Committee for 125.

#### Context

East Tennessee State University has demonstrated a long-standing commitment to equity and inclusion throughout its history. This commitment is evidenced by the recent establishment of the Office of Equity and Inclusion, the appointment of a Vice President to oversee those efforts, the support for scholarships, outreach and engagement efforts, as well as the creation of the Mary V. Jordan Multicultural Center. However, students underlie our diversity efforts and for any diversity effort to become transformational, students must be secure in their campus and feel that the institution promotes a spirit of inclusion and engagement. As ETSU directs attention upon the goals outlined in this action plan, it recognizes that our campus is enriched by diversity, and the embrace of cultural pluralism will do much to enhance the success of students of every race and nationality. A broad array of research studies have found that student experiences while in college contribute to the development of values that are conducive to improved race relations and exposure to diverse environments allows students to cut across racial lines and contribute to increased cultural awareness.

Campuses are complex social systems defined by relations between people, bureaucratic procedures, student arrangements, institutional goals and values, traditions, and large socio-historical environments. Therefore, any effort to redesign campuses to promote equity, inclusion, and cultural diversity must be comprehensive and long term. Institutions change slowly; such is the nature of the stable systems that define higher education. Therefore, the success of efforts to achieve institutional change will rely upon leadership, firm commitments, adequate resources, collaboration, monitoring, and long-range planning.

As ETSU embarks upon this strategic planning and action cycle, it recognizes that African American students and other underrepresented students face unique stressors that heighten stressors that inhibit their successful integration into the campus community. Minority status stresses compound the episodic and chronic stresses that all students must cope with such as financial aid problems, academic weakness, and feelings of homesickness. Subsequently, African American students are faced with the conventional challenges associated with the transition to college as well as the unique issues emerging from racial inequities across the academe. Implicit in the traditional notion of college is the idea of "starting over." There is something to be learned from being in new surroundings, with new people, some of whom may be quite different from those whom the students are comfortable around. This notion is especially pertinent for students from large, urban, and racially homogenous environments. In essence, college is America's petri dish and allows experimentation at all levels, from experiences with diversity to opportunities to grow in a setting independent of parental control and oversight.

An important variable that allows students, irrespective of background, to feel comfortable on campus is the presence of a critical mass of students of similar individuals. Increasing the number of underrepresented students creates a greater number of access points for cross-cultural interaction. As ETSU embarks upon the initiatives outlined in this action plan, it will examine structural changes that affect both the academic and social life of the campus, resulting in the enhancement of ethnic studies programs, diverse student organizations, and multi-cultural programming. Such structural change will yield a student-centered environment where students feel that faculty and administrators are devoted to their development and these efforts are supported through effective educational interventions, campus-wide diversity workshops, conferences, and summits.

The commitment of the entire campus community is essential as ETSU embarks upon a new decade. As the nation becomes increasingly multicultural, the need for colleges and universities to prepare students for an increasingly diverse workforce is paramount. The future of this state is inextricably tied to an educated population that can contribute to the labor force, the economy, and to society. Consistent with the institution's access-oriented mission, ETSU has a vital role to play in this process, both as a force for social justice and in producing an educated and productive citizenry.

Goal 1: Promote a welcoming, supportive and inclusive living, learning, and working environment for all faculty, staff, students, and visitors.

| Sub - Goals  | Strategies  | Expected Outcomes/<br>Measures of Success  | Target Date & Responsible Person           | Action Step<br>Progress                         | Deliverable Status Outcomes/Comments              |
|--|---|--|--|---|---|
| Identify and expand programming and opportunities to promote equity and inclusion. | <ol> <li>Accommodate students, faculty, and staff during the COVID-19 pandemic.</li> <li>Provide virtual office hours.</li> <li>Develop E/I monthly newsletter to campus community distributed monthly with updates on Equity and Inclusion programs, faculty, staff or student spotlights, and information on Diversity, Equity, and Inclusions efforts. Individuals can access previous editions via the website. The target audience will be faculty, staff, students, and community members. A yearly survey will be attached to the final spring newsletter.</li> <li>c. Implement social media presence for the Office of Equity and Inclusion. Create a social media engagement plan and collaborate with University Relations to ensure social</li> </ol> | <ol> <li>Internal and external communications to campus articulate ETSU's goal for equity, diversity, access, and inclusion.</li> <li>Participation by faculty, staff, and students in programs that promote equity, diversity, access, and inclusion.</li> <li>All unit's websites and promotional materials convey a commitment to equity and inclusion.</li> <li>Aligned with HEED:         Multicultural Branding and Communication Techniques     </li> <li>Aligned with Strategic Plan:         Ensuring the diversity and inclusion of people and ideas; Supporting     </li> </ol> | Spring 2020 Office of Equity and Inclusion | □Have not started □In Progress □Complete Notes: | □May not meet □On target to meet □Complete Notes: |

| Sub - Goals  | Strategies  | Expected Outcomes/<br>Measures of Success  | Target Date & Responsible Person     | Action Step<br>Progress                         | Deliverable Status Outcomes/Comments           |
|--|---|--|--------------------------------------|---|--|
| Serve as a partner to the ETSU community in facilitating understanding of equity and inclusion issues, educational programs, and best practices. | media pages comply with university rules and regulations. The target audience will be students, faculty, staff, and community members.  | Excellence in Teaching; Supporting a strategic growth agenda that maximizes the student experience both inside and outside the classroom | Office of<br>Equity and<br>Inclusion | □Have not started □In Progress □Complete Notes: | ☐May not meet☐On target to meet☐CompleteNotes: |
| praetices.   | <ul> <li>d. Regular updates to the website with announcements about upcoming events and initiatives.</li> <li>e. Continue to display diversity awards, efforts, and programming on E/I website</li> </ul> | 4. Increase representational diversity   |                                      |   |  |
|  | f. Assist with maintenance of database for equity and inclusion activities.   |  |                                      |   |  |
|  | g. Collaborative programming amid pandemic and race protests: Guided Conversations for Racial Justice; I CAN'T BREATHE! student series, and future programming with the                                   | 5. Increase cultural awareness and competency  |                                      |   |  |
|  | Human Resources department.  2. Continue Lunch and Learn Series   | Aligned with HEED:<br>Strategies to Ensure<br>Diversity Planning and<br>Accountability   |                                      |   |  |

| Sub - Goals              | Strategies  | Expected Outcomes/        | Target Date &       | Action Step  | Deliverable Status |
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|                          | g<br>The state of the | Measures of Success       | Responsible         | Progress     | Outcomes/Comments  |
|                          |   |                           | Person              |              |                    |
|                          | a. Implement evaluation process.  | Aligned with              | Office of           | ☐Have not    | ☐May not meet      |
|                          |   | Strategic Plan:           | Equity and          | started      | ☐On target to meet |
|                          | b. Evaluations distributed to the   | Ensuring the              | Inclusion           | ☐In Progress | □Complete          |
|                          | campus community.   | diversity and             | Summer/Fall         | □Complete    | Notes:             |
|                          |   | inclusion of              | 2020                | Notes:       |                    |
|                          | 3. Formalize selection process for  | people and ideas;         |                     |              |                    |
|                          | Diversity Champions.  | Supporting                |                     |              |                    |
|                          | Danta and francisco   | Excellence in             |                     |              |                    |
|                          | a. Partners from various  | Teaching                  |                     |              |                    |
|                          | departments across campus.  |                           |                     |              |                    |
|                          | b. Establish application process.   | 6. Address critical and   |                     |              |                    |
|                          | b. Establish application process.   | societal issues impacting |                     |              |                    |
|                          | 4. Initiate Equity and Inclusion  | humanity and equity       |                     |              |                    |
|                          | Conference.   | aay and equity            |                     |              |                    |
|                          |   |                           |                     |              |                    |
|                          | 5. Identify best practices for Inclusive  |                           |                     |              |                    |
|                          | Excellence Training.  |                           |                     |              |                    |
|                          |   |                           |                     |              |                    |
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|                          |   |                           |                     |              |                    |
|                          |   |                           |                     |              |                    |
| Projected Budget: Equity |   |                           | 0.00                |              |                    |
| and Inclusion conference |   |                           | Office of           |              |                    |
| <b>- \$20,000</b>        |   |                           | Equity and          |              |                    |
|                          |   |                           | Inclusion           |              |                    |
|                          |   |                           | Summer/Fall<br>2020 |              |                    |
|                          |   |                           | 2020                |              |                    |

Goal 2: Assess and monitor institutional progress on access, diversity, equity, and inclusion efforts.

| Sub - Goals  | Strategies   | Expected Outcomes/<br>Measures of Success   | Target Date<br>&<br>Responsible<br>Person                                      | Action Step<br>Progress                         | Deliverable Status Outcomes/Comments           |
|--|--|---|--|---|--|
| Conduct regular evaluations and assessment of diversity and inclusion initiatives.  Utilize feedback (i.e. survey, focus groups) from students, faculty, and staff to better understand the needs of campus community especially underrepresented populations.  Feedback will be solicited from students annually. Reports will be | <ol> <li>Assessment team identifies best practices for Campus Climate Assessment.</li> <li>Formulate and implement plan for Campus Climate Enhancement and Actualization (plan should be administered within the next two years). Conduct HEDS campus</li> </ol> | <ol> <li>Candid responses from faculty, students, and staff in climate surveys.</li> <li>Climate survey will show that members of the ETSU community recognize the importance of equity, diversity, access, and inclusion to the</li> </ol> | C. Cooper<br>Spring 2021<br>C. Cooper<br>Spring 2021<br>M. Hoff<br>Spring 2021 | □Have not started □In Progress □Complete Notes: | ☐May not meet☐On target to meet☐CompleteNotes: |
| submitted with the annual report to highlight faculty, staff, and student need.  Projected Budget: \$2,500 Campus Climate Assessment   | climate assessment.  3. Develop E/I Annual Report outlining student, administration, faculty, and staff demographics related to race, ethnicity, and gender  | institution.  3. Diversity office submits and makes public an annual diversity report   | K. Johnson<br>Summer<br>2021   |   |  |
|  | 4. Submit an Office of Equity and Inclusion Annual Report to the Board of Trustees  a. The annual report will highlight a summary  | Aligned with HEED: Tactics used to understand issues of campus climate, inclusion, and satisfaction   | C. Cooper<br>Ongoing   |   |  |

| T |                             | T                          |              |
|---|-----------------------------|----------------------------|--------------|
|   | of programming,             | 4. Diversity office has    |              |
|   | campus climate, and         | opportunity to             |              |
|   | program outcomes in         | formally report on         | C. Martin    |
|   | preparation to submit       | campus diversity           | J. Fulkerson |
|   | for HEED award              | plans, successes,          | C. Cooper    |
|   |                             | challenges, and            | Ongoing      |
|   | b. Develop                  | opportunities at board     |              |
|   | comprehensive               | of trustee's meetings      |              |
|   | procedures to assess        |                            | C. Cooper    |
|   | and monitor annually        | Aligned with HEED:         | Spring 2021  |
|   | the progress and            | Strategies to Ensure       | 958 2021     |
|   | effectiveness of            | Diversity Planning and     |              |
|   | diversity initiatives       | Accountability             | M. Fulks     |
|   | campus wide.                | Accountability             | Spring 2021  |
|   | campus wide.                | 5. Institution uses a      | Spring 2021  |
|   | a. Commant atordant         |                            |              |
|   | c. Support student,         | diversity scorecard        |              |
|   | campus, and                 | process to measure         |              |
|   | community advisory          | diversity progress         |              |
|   | groups working on           |                            |              |
|   | diversity initiatives.      |                            |              |
|   |                             | Aligned with HEED:         |              |
|   | d. Develop an online        | Student Recruitment and    |              |
|   | reporting form for all      | Retention Efforts; Faculty |              |
|   | units to report Equity      | Recruitment and Retention  |              |
|   | and Inclusion efforts.      |                            |              |
|   |                             |                            |              |
|   | 5. Streamline bias incident | Aligned with Strategic     |              |
|   | response process.           | Plan: Ensuring the         |              |
|   | Streamline reporting        | diversity and inclusion of |              |
|   | protocol and implement a    | people and ideas;          | J. Sherlin   |
|   | collaborative bias incident | Supporting Excellence in   | Fall 2020    |
|   | response team comprised     | Teaching; Supporting a     |              |
|   | of faculty and staff        | strategic growth agenda    |              |
|   | members, including          | that maximizes the         |              |
|   | members, medaling           | 1                          | 1            |

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|--------------------------|-------------------------|---|--|
| representation from the  | student experience both |   |  |
| Faculty Senate, Student  | inside and outside the  |   |  |
| Life and Enrollment,     | classroom               |   |  |
| Office of Equity and     |                         |   |  |
| Inclusion, Multicultural |                         |   |  |
| Center, and Department   |                         |   |  |
| Chairs. An online        | Aligned with HEED:      |   |  |
| reporting form can be    | Strategies to Ensure    |   |  |
| created. (Incidents i.e. | Diversity Planning and  |   |  |
| student protests on      | Accountability          |   |  |
| campus, list of demands  |                         |   |  |
| by students for change,  |                         |   |  |
| hate speech in public    |                         |   |  |
| areas, vandalism to a    |                         |   |  |
| building, controversial  |                         |   |  |
| speaker on campus.)      |                         |   |  |
|                          |                         |   |  |
| 6. Implement Student     |                         |   |  |
| Engagement, Leadership,  |                         |   |  |
| and Social Awareness     |                         |   |  |
| Protocols                |                         |   |  |
|                          |                         |   |  |
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Goal 3: Provide personal and professional development and public programming related to enhancing understanding of diversity and inclusion.

| Sub - Goals  | Strategies   | Expected Outcomes/<br>Measures of Success   | Target Date<br>&<br>Responsible<br>Person | Action Step<br>Progress                         | Deliverable Status Outcomes/Comments           |
|--|--|---|---|---|--|
| Update, cultivate, and incorporate a clear and compelling image for the central institutional diversity training unit. | Lunch and Learn Series     for summer 2020, fall     2020, and spring 2021.      a. Monthly diversity     workshops to help                        | Increase cultural awareness and competency.   | C. Cooper<br>Summer<br>2020               | □Have not started □In Progress □Complete Notes: | ☐May not meet☐On target to meet☐CompleteNotes: |
|  | individuals understand diversity and inclusion while expanding their knowledge of self and others. Sessions will include cultural conversations on | Aligned with HEED: Student<br>Recruitment and Retention<br>Efforts; Faculty Recruitment<br>and Retention    |   |   |  |
| Projected Budget: Diversity  | current topics and diversity training via Zoom. The target audience will be ETSU faculty, staff, and students. The sessions will be held           | This series will increase   | Fall 2021                                 |   |  |
| Speaker's Bureau?  | each semester and assessed by surveys.  b. Campus Conversation- a  | unity, awareness, engagement, and action as core concepts for open and civil dialogue around complex topics | 1 all 2021                                |   |  |

| Sub - Goals   | Strategies  | Expected Outcomes/<br>Measures of Success  | Target Date & Responsible                         | Action Step<br>Progress                         | Deliverable Status Outcomes/Comments           |
|---|---|--|---|---|--|
|   |   |  | Person  |   |  |
| Projected Budget: \$50,000 Inclusive Excellence Training? | monthly series of dialogue sessions. c. Launch ETSU- Ballad Diversity Dialogue Series that will bring nationally recognized leaders to the ETSU campus.   | Aligned with HEED:<br>Strategies to Ensure Diversity<br>Planning and Accountability  | K. Johnson<br>Fall 2020<br>C. Cooper<br>Fall 2020 | □Have not started □In Progress □Complete Notes: | ☐May not meet☐On target to meet☐CompleteNotes: |
|   | <ol> <li>Virtual Equity and Inclusion Conference</li> <li>Inclusive Excellence Training for Faculty, Staff, Students, and Board of Trustees.</li> <li>a. Develop and implement campuswide training for faculty, staff, students, and board of trustees.</li> <li>b. Implement search committee training. Ensure compliance with equal employment opportunity</li> </ol> | <ul> <li>3. Diverse applicant and hiring pools.</li> <li>4. Search committees should include at least one person from an underrepresented group and ensure accommodations for applicants with a disability.</li> <li>5. Increases in the number and proportion of underrepresented groups in positions at all levels of responsibility.</li> </ul> | J. Ross<br>Fall 2021                              |   |  |

| Sub - Goals | Strategies             | Expected Outcomes/             | Target Date | Action Step  | Deliverable Status |
|-------------|------------------------|--------------------------------|-------------|--------------|--------------------|
|             |                        | Measures of Success            | &           | Progress     | Outcomes/Comments  |
|             |                        |                                | Responsible |              |                    |
|             |                        |                                | Person      |              |                    |
|             | requirements, all      | 6. Become an Insight in        | J. Ross     |              |                    |
|             | hiring supervisors,    | Diversity: Higher              | Spring 2021 |              | ☐May not meet      |
|             | search committee       | Education Excellence in        | J. Ross     | ☐Have not    | ☐On target to meet |
|             | chairs, and search     | Diversity Institution          | Fall 2020   | started      | □Complete □        |
|             | committee members      | (HEED).                        |             | ☐In Progress | Notes:             |
|             | should attend a        |                                |             | □Complete    |                    |
|             | session before         |                                |             | Notes:       |                    |
|             | beginning the search   | Aligned with HEED: Faculty     | C. Cooper   |              |                    |
|             | process for faculty or | Recruitment and Retention      | Fall 2021   |              |                    |
|             | non-faculty            | Aligned with HEED:             |             |              |                    |
|             | recruitment. Each      | Strategies to Ensure Diversity |             |              |                    |
|             | training session       | Planning and Accountability    |             |              |                    |
|             | should provide         | ,                              |             |              |                    |
|             | guidance related to    | 7. Increase success in         |             |              |                    |
|             | affirmative            | recruiting and retaining       |             |              |                    |
|             | action/equal           | diverse faculty, staff, and    | J. Ross     |              |                    |
|             | employment             | students                       | Fall 2021   |              |                    |
|             | opportunity            |                                |             |              |                    |
|             | compliance             | 8. Incentivize and formalize   |             |              |                    |
|             | information, search    | diversity into institutional   | K. Johnson  |              |                    |
|             | process steps, and     | excellence                     | Fall 2021   |              |                    |
|             | recognizing implicit   | excellence                     |             |              |                    |
|             | bias in the search and |                                |             |              |                    |
|             | hiring process.        |                                |             |              |                    |
|             |                        |                                |             |              |                    |
|             | c. Implement EEO       |                                |             |              |                    |
|             | compliance and HR      |                                |             |              |                    |
|             | Best Practice Training |                                |             |              |                    |
|             | and Recruitment and    |                                |             |              |                    |
|             | Selection outline the  |                                |             |              |                    |

| Sub - Goals | Strategies                         | Expected Outcomes/  | Target Date | Action Step | Deliverable Status |
|-------------|------------------------------------|---------------------|-------------|-------------|--------------------|
|             |                                    | Measures of Success | &           | Progress    | Outcomes/Comments  |
|             |                                    |                     | Responsible |             |                    |
|             |                                    |                     | Person      |             |                    |
|             | procedures in HR best              |                     |             |             |                    |
|             | practices; underscore              |                     |             |             |                    |
|             | the role of the hiring             |                     |             |             |                    |
|             | authority, search                  |                     |             |             |                    |
|             | committee, personnel               |                     |             |             |                    |
|             | committee, and                     |                     |             |             |                    |
|             | others involved in the             |                     |             |             |                    |
|             | selection process in               |                     |             |             |                    |
|             | diversifying faculty               |                     |             |             |                    |
|             | and staff; provide recruitment and |                     |             |             |                    |
|             | outreach strategies                |                     |             |             |                    |
|             | necessary for yielding             |                     |             |             |                    |
|             | a diverse pool of                  |                     |             |             |                    |
|             | applicants                         |                     |             |             |                    |
|             | аррпсанся                          |                     |             |             |                    |
|             | d. Implement De-                   |                     |             |             |                    |
|             | escalation training for            |                     |             |             |                    |
|             | Public Safety                      |                     |             |             |                    |
|             | ,                                  |                     |             |             |                    |
|             | e. Partner with the                |                     |             |             |                    |
|             | Human Resources                    |                     |             |             |                    |
|             | department for on-                 |                     |             |             |                    |
|             | board orientation,                 |                     |             |             |                    |
|             | professional                       |                     |             |             |                    |
|             | development-                       |                     |             |             |                    |
|             | mandatory human                    |                     |             |             |                    |
|             | resources training                 |                     |             |             |                    |
|             | anti-racism, and anti-             |                     |             |             |                    |
|             |                                    |                     |             |             |                    |

| Sub - Goals | Strategies             | Expected Outcomes/  | Target Date | Action Step | Deliverable Status |
|-------------|------------------------|---------------------|-------------|-------------|--------------------|
|             |                        | Measures of Success | &           | Progress    | Outcomes/Comments  |
|             |                        |                     | Responsible |             |                    |
|             |                        |                     | Person      |             |                    |
|             | bias for faculty and   |                     |             |             |                    |
|             | staff                  |                     |             |             |                    |
|             |                        |                     |             |             |                    |
|             | f. Develop and         |                     | B. Noland   |             |                    |
|             | administer an          |                     | Fall 2021   |             |                    |
|             | Inclusive Excellence   |                     |             |             |                    |
|             | Training Program for   |                     |             |             |                    |
|             | the Board of Trustees. |                     |             |             |                    |

Goal 4: Recruit, retain, and graduate increasing numbers of students from underrepresented and underserved populations and international students. Recruit and retain a greater number of individuals from underrepresented populations into administrative, faculty, and staff positions, and especially into leadership roles across campus, including chairs, deans, and vice presidents.

| Sub - Goals  | Strategies  | Expected Outcomes/   | Target Date & Responsible | Action Step                                     | Deliverable Status                             |
|--|---|--|---------------------------|---|--|
|  |   | Measures of Success  | Person                    | Progress  | Outcomes/Comments                              |
| Consult and coach college/department/unit leadership to improve cross-cultural communication as well as work with those individuals to assess educational needs and solutions. | <ol> <li>Establish benchmark data for the retention of underrepresented students.</li> <li>Obtain data on six-year full-time undergraduate students.</li> </ol> | 1. Increases in the enrollment, retention, and graduation rates of students from underrepresented groups at undergraduate and graduate levels. | M. Hoff<br>Spring 2021    | □Have not started □In Progress □Complete Notes: | ☐May not meet☐On target to meet☐CompleteNotes: |
|  | 3. Obtain data on six-<br>year graduation<br>retention rates by<br>students of color  | Increase     undergraduate     enrollment by 10%   |                           |   |  |

|                              |       | (African               |    | over three-year       |                         |           |                    |
|------------------------------|-------|------------------------|----|-----------------------|-------------------------|-----------|--------------------|
|                              |       | American/Black,        |    | period.               |                         |           |                    |
|                              |       | Hispanic/Latino, Asian |    | periou.               |                         |           |                    |
|                              |       | American, Native       | 3. | Become an Insight     | J. Sherlin/             |           |                    |
|                              |       | American, Multiracial, | ٥. | in Diversity:         | S. McGee                |           |                    |
|                              |       | and International).    |    | Higher Education      | Spring 2021             |           |                    |
|                              |       | and internationary.    |    | Excellence in         | Spring 2021             |           |                    |
|                              | 1     | Establish profile data |    | Diversity Institution |                         |           |                    |
|                              | 4.    | for the recruitment of |    | (HEED).               |                         |           |                    |
|                              |       | students of color and  |    | (IILLD).              |                         |           |                    |
|                              |       | underrepresented       | 4. | Increased success in  |                         |           |                    |
|                              |       | populations.           | ٦. | recruiting and        |                         |           |                    |
|                              |       | populations.           |    | retaining diverse     | K. Johnson              |           | ☐May not meet      |
| Work with campus partners    | 5.    | Increase targeted      |    | students.             | Spring 2021             | ☐Have not | ☐On target to meet |
| to create, implement,        | 3.    | efforts to recruit and |    | stadents.             | C. Cooper               | started   | □Complete          |
| manage, and regularly        |       | retain undergraduate   | 5. | Increased student     | Spring 2021             | □In       | Notes:             |
| evaluate all equity and      |       | and graduate           |    | experiences of        | 968 = 0 = 1             | Progress  | 1101031            |
| inclusion programs and       |       | students of color and  |    | diverse perspectives  |                         | □Complete |                    |
| equity and inclusion related |       | underrepresented       |    | in discussions and    | K. Johnson              | Notes:    |                    |
| strategies in regard to      |       | populations.           |    | assignments both in   | Spring 2020             |           |                    |
| various functions including  |       | r-r                    |    | and out of the        |                         |           |                    |
| recruitment, performance     | 6.    | Create a campus-wide   |    | classroom, as         |                         |           |                    |
| management, leadership       | 0.    | workgroup for the      |    | reported on surveys   |                         |           |                    |
| development, and retention.  |       | HEED application.      |    | such as the National  |                         |           |                    |
|                              |       |                        |    | Survey of Student     |                         |           |                    |
|                              | 7.    | Maintain and develop   |    | Engagement (NSSE)     |                         |           |                    |
| Additional Funding:          |       | affinity/support       |    | and the Campus        |                         |           |                    |
| \$250,000 Summer Bridge      |       | groups for             |    | Climate.              |                         |           |                    |
| Plus Program                 |       | underrepresented       |    |                       |                         |           |                    |
|                              |       | populations.           | 6. | Increased             |                         |           |                    |
|                              |       | •                      |    | participation of      |                         |           |                    |
|                              | 8. Ma | aximize the impact of  |    | underrepresented      | Sherlin/Mayhew/Levesque |           |                    |
|                              |       | e out of state tuition |    | students with study   |                         |           |                    |
|                              |       | set by pursuing        |    | abroad experiences.   |                         |           |                    |

| recruiting strategies in regional states with a focus on access and diversity and increasing the enrollment of out of state and underrepresented students  Budget: 5,000 Dr. Patricia Robertson Pride Center  Projected Budget: \$1,000 Women's Resource Center  Women's Resource Center  Recruiting strategies in regional states with a focus on access and diversity and increasing the enrollment of out of state and underrepresented students.  8. Increase enrollment of underrepresented undergraduate students from out of state  10. Quest for Success (student ambassadors);  11. Expand Summer Bridge Plus Program; and Retention  12. Increased success in recruiting and retaining diverse faculty, staff, and students.  8. Increase enrollment of underrepresented undergraduate students from out of state  10. Quest for Success (student ambassadors);  Student Recruitment and Retention  K. Johnson Spring 2020  K. Johnson Spring 2020 |  |
|--|--|
| 12. BEST-Bucs Empowering Scholars for Tomorrow.  Aligned with HEED: Strategies to Ensure Helping Students Develop Cultural  B. Novotny   |  |
| 13. Create an African American Male  Competence K. Johnson/ P. Thompso   |  |
| Initiative Program Spring 2020 14. Hire Equity and Inclusion Coordinator   |  |
| Aligned with Strategic   |  |
| 15. Establish the Dr. Plan: Ensuring the J. Sherlin  |  |
| Patricia Robertson diversity and inclusion Spring 2021   |  |

|                                       | Community of a standard standard | 1. Chardin /               |  |
|---------------------------------------|----------------------------------|----------------------------|--|
|                                       | Supporting a strategic           | J. Sherlin/                |  |
| 16. Establish Faculty and             | growth agenda that               | K. Johnson                 |  |
| Staff LGBTQ+                          | maximizes the student            | Spring 2021                |  |
| Association                           | experience both inside           |                            |  |
|                                       | and outside the                  |                            |  |
| 17. Restructure the                   | classroom                        |                            |  |
| Women's Resource                      | Aligned with HEED:               |                            |  |
| Center.                               | Student Recruitment              |                            |  |
| center.                               | and Retention Efforts;           |                            |  |
| 10. Doubnou with                      |                                  |                            |  |
| 18. Partner with                      | Faculty Recruitment              |                            |  |
| Language and Culture                  | and Retention                    |                            |  |
| Resource Center.                      |                                  |                            |  |
|                                       |                                  |                            |  |
| 19. Partner with TRiO                 |                                  |                            |  |
| programs                              |                                  |                            |  |
| p. 08. a.m                            |                                  | K. Johnson/                |  |
| 20. Partner with Center               |                                  | C. Cooper                  |  |
| for Academic                          | Aligned with HEED:               | Fall 2021                  |  |
|                                       | Strategies to Ensure             | 14112021                   |  |
| Achievement                           | Diversity Planning and           | K. Johnson                 |  |
|                                       | ,                                |                            |  |
| 21. Partner with Office of            | Accountability                   | Fall 2021                  |  |
| Admissions/ETSU                       |                                  |                            |  |
| Colloquia                             |                                  | C. Cooper                  |  |
|                                       | Aligned with HEED:               | Spring 2021                |  |
| 22. Partner with Human                | Student Recruitment              |                            |  |
| Resources/Employee                    | and Retention Efforts;           |                            |  |
| Assistance Program.                   | Faculty Recruitment              |                            |  |
| , issistance i rogium.                | and Retention                    |                            |  |
| 23. Participation in                  |                                  |                            |  |
| · · · · · · · · · · · · · · · · · · · |                                  | Office of Equity/Inclusion |  |
| diversity recruitment                 |                                  | Spring 2021                |  |
| and retention events.                 |                                  | Shiiig 5051                |  |
|                                       |                                  |                            |  |
| 24. SREB: Institute for               |                                  |                            |  |
| Teaching and                          |                                  |                            |  |

| Mentoring                 |                                   |               |  |
|---------------------------|-----------------------------------|---------------|--|
| Conference October        | Aligned with HEED:                |               |  |
|                           | Student Recruitment               |               |  |
| 2020 (Postponed due       |                                   |               |  |
| to the novel              | and Retention Efforts;            |               |  |
| coronavirus).             | Faculty Recruitment and Retention | 6 6 6 7 7 7 7 |  |
| 25. Host "A Diverse ETSU" | and Retention                     | C. Cooper     |  |
| weekend for future        |                                   | Fall 2021     |  |
|                           |                                   |               |  |
| faculty.                  |                                   |               |  |
| 26. Health Sciences       |                                   |               |  |
| Training academy.         |                                   |               |  |
| 27. Black Faculty and     |                                   |               |  |
| Staff Association         |                                   |               |  |
| Staff Association         |                                   |               |  |
| 28. Intentional           |                                   |               |  |
| advertisements to         |                                   |               |  |
| diversity publications    |                                   |               |  |
| and job boards.           |                                   |               |  |
| 29. A Diverse ETSU        |                                   |               |  |
| database.                 |                                   |               |  |
| database.                 |                                   |               |  |
| 30. Develop a formalized  |                                   |               |  |
| mentor program for        |                                   |               |  |
| faculty                   |                                   |               |  |
|                           |                                   |               |  |
| 31. Participation in      |                                   |               |  |
| diversity related         |                                   |               |  |
| programming               |                                   |               |  |
| considered in tenure      |                                   |               |  |
| and promotion.            |                                   |               |  |

Goal 5: Promote undergraduate curricular requirements to include significant intercultural perspectives.

| Sub - Goals  | Strategies   | Expected Outcomes/<br>Measures of Success  | Target Date<br>&<br>Responsible<br>Person                                     | Action Step<br>Progress                            | Deliverable Status Outcomes/Comments              |
|--|--|--|---|--|---|
| Consult and coach college/department/unit leadership to improve cross-cultural communications as well as work with those individuals to assess educational needs and identity solutions. | 1. Infusion of Equity and Inclusion into curriculum.  a. Issues of diversity are woven into the first-year experience program.  i. Inclusive Excellence Training within the First-Year Experience course  1. ETSU 1020: Foundations of Student Success;  2. UHON 1108: The Academic Experience;  3. PREH 1350: Health Professions Exploration Seminar; and | <ol> <li>Knowledge and understanding of issues of diversity are included in statements of course objectives, syllabi, and measured in assessments of student learning outcomes.</li> <li>Increased student experiences of diverse perspectives in discussions and assignments both in and out of the classroom, as reported on surveys such as the National Survey of Student Engagement (NSSE) and the Campus Climate.</li> </ol> | W. Bishop/K. Johnson Fall 2021  K. Johnson/ W. Bishop/W. Kirkwood Spring 2021 | □ Have not started □ In Progress □ Complete Notes: | □May not meet □On target to meet □Complete Notes: |

| Sub - Goals | Strategies                     | Expected Outcomes/                     | Target Date | Action Step  | Deliverable Status |
|-------------|--------------------------------|--|-------------|--------------|--------------------|
|             |                                | Measures of Success                    | &           | Progress     | Outcomes/Comments  |
|             |                                |  | Responsible |              |                    |
|             |                                |  | Person      |              |                    |
|             | 4. ENTC 1510:                  | 3. Responses on                        |             |              |                    |
|             | Student in the                 | student surveys                        |             |              |                    |
|             | University.                    | indicate a positive,                   |             |              | ☐May not meet      |
|             | ·                              | inclusive classroom                    |             | ☐Have not    | ☐On target to meet |
|             | ii. Create a                   | climate.                               |             | started      | □Complete          |
|             | mandated civility              |  |             | □In Progress | Notes:             |
|             | section                        | 4. Evaluations of                      |             | □Complete    |                    |
|             |                                | student learning                       |             | Notes:       |                    |
|             | 2. Partner with the Center for | outcomes will                          |             |              |                    |
|             | Teaching Excellence (CTE).     | indicate evidence                      |             |              |                    |
|             |                                | students have been                     |             |              |                    |
|             | a. CTE will organize           | successfully                           |             |              |                    |
|             | programming to assist          | prepared for work in                   |             |              |                    |
|             | faculty in the                 | a diverse society.                     |             |              |                    |
|             | development and                |  |             |              |                    |
|             | implementation of the          | <ol><li>Syllabi will include</li></ol> |             |              |                    |
|             | course and curricular          | Student Learning                       |             |              |                    |
|             | goals for understanding        | Outcomes (SLO)                         |             |              |                    |
|             | diversity based on             | related to diversity.                  | Amy         |              |                    |
|             | evidence-based best            |  | Johnson     |              |                    |
|             | practices, organized into      | 6. Faculty incorporate                 | Fall 2020   |              |                    |
|             | three categories: engaging     | diversity and                          |             |              |                    |
|             | in ongoing self-inquiry;       | inclusive teaching                     |             |              |                    |
|             | creating and maintaining a     | strategies into their                  |             |              |                    |
|             | culturally relevant            | curriculum.                            |             |              |                    |
|             | classroom; and designing       |  |             |              |                    |
|             | an inclusive course.           | 7. Establish cultural                  |             |              |                    |
|             |                                | competency in the                      |             |              |                    |
|             | i. Critical Pedagogy:          | classroom for faculty                  |             |              |                    |
|             | Inclusion &                    | and students                           |             |              |                    |

| Sub - Goals | Strategies   | Expected Outcomes/<br>Measures of Success   | Target Date<br>&<br>Responsible                                | Action Step<br>Progress | Deliverable Status Outcomes/Comments |
|-------------|--|---|--|-------------------------|--------------------------------------|
|             |  |   | Person   |                         |                                      |
|             | Community College Classroom Workshop series  ii. Antiracism in the curriculum challenge  b. Implement Equity and Inclusion component for New Faculty Orientation  c. Create an Equity and Inclusion certificate program  d. Assessment of Equity and Inclusion in the classroom. | Aligned with HEED: Strategies for helping students develop cultural competence  Aligned with Strategic Plan: Supporting Excellence in Teaching; Ensuring the diversity and inclusion of people and ideas; Expanding the foundation for scholarly (research and creative activity) excellence and innovation in all disciplines.  Aligned with Strategic Plan: Ensuring the diversity and inclusion of people and ideas; Supporting Excellence in Teaching; Supporting a strategic growth agenda that maximizes the student experience both inside and outside the classroom | C. Cooper/A. Johnson Fall 2021  W. Bishop/A. Johnson Fall 2021 |                         |                                      |

Goal 6: Develop and strengthen partnerships with diverse communities locally, regionally, nationally, and globally.

| Sub - Goals   | Strategies   | Expected Outcomes/<br>Measures of Success  | Target Date<br>&<br>Responsible<br>Person | Action Step<br>Progress                         | Deliverable Status Outcomes/Comments              |
|---|--|--|---|---|---|
| Augment community engagement and foster campus partnerships related to equity and inclusion | <ol> <li>Develop Community         Partnerships (local         churches, community         groups).</li> <li>a. Alliances with civic,         business, community,         educational, and ethnic         organizations will         enable the University to         strengthen its         intercultural programs         and promote the         exchange of ideas and         resources.</li> <li>b. Partner with         community groups in         identifying and writing         grants that support         diversity initiatives.</li> <li>Identify funding and         scholarships.</li> </ol> | <ol> <li>Increases in the enrollment, retention, and graduation rates of students from underrepresented groups at undergraduate and graduate levels.</li> <li>Increase in the scholarship and funding to economically disadvantaged students.</li> <li>Participation of students, faculty, and staff in external events that support an inclusive climate in the Johnson City community through volunteerism, service-learning, and civic engagement</li> <li>Aligned with HEED: Diversity-Focused Financial Strategies</li> </ol> | P. Ritter Fall 2021  C. Keller Fall 2021  | □Have not started □In Progress □Complete Notes: | □May not meet □On target to meet □Complete Notes: |

| Sub - Goals | Strategies  | Expected Outcomes/<br>Measures of Success  | Target Date<br>&<br>Responsible<br>Person | Action Step<br>Progress | Deliverable Status Outcomes/Comments |
|-------------|---|--|---|-------------------------|--------------------------------------|
|             | a. Actively contribute to the retention of underrepresented students through sharing scholarship opportunities and similar efforts. (Establish the Angela Lewis Scholars and Mary V. Jordan Endowment)  b. Use research on underrepresented students to apply for grants to support programs. Potential scholarships and funding for graduate students, faculty, staff, and student leadership development, summer programs, and cultural competency trainings. | Aligned with Strategic Plan: Leading the region forward through community engagement and service | P. Ritter / C.<br>Keller<br>Fall 2021     |                         |                                      |